

Frequently Asked Questions About PreK-12 Notification

What information has already been added into the system? Your primary phone number, as well as up to four additional phone numbers and four email addresses on file your child's school building as of the beginning of the school year, have been preloaded into the system. You may have already added your additional contact information online or via the PreK-12 Notification hotline.

What information can I update myself? You can update all contact information in the system for you and your child except your primary phone number. This must be updated by the school. Should you need to change your primary phone number, please contact the Districtwide Data Manager, Nancy Powell, at 624-7057.

What will happen when the system is used? You will receive a phone call at your primary phone number and each of your emergency phone numbers in the system. Even after you've received the message at one phone number, the system will continue to call the remaining phone numbers. Email addresses entered into the system will receive a message that instructs you to call a toll-free number for an urgent message from the school.

If I have children in more than one school, will I get repeat calls? No, the system will call your primary phone number and each of your emergency numbers just once.

What if no one is at home to receive the school announcement?

If there is no answer, the announcement will be left on your voicemail or answering machine. If you do not have an answering machine or voicemail service, the system will redial your number for up to three additional attempts.

My work phone requires dialing an extension. Should I include my work number on my list?

No. If your work phone number requires an extension to be entered, or if a receptionist answers the phone, the school announcement will not reach you directly. Only direct-dialed lines can be reached.

Will our school continue to use other traditional means to communicate emergency and other urgent school news to parents?

Yes, we will continue using other traditional means to make emergency announcements, including our District Newsnotes email notification system, District website (www.hflcsd.org), as well as radio and TV. The mass communication calling system is an extension of the traditional methods we've used that responds to the busy, mobile lifestyle of today's families.

If our home phone number is protected by a privacy manager intercept program (call blocking service) will we receive school announcements?

Yes. The school's name and phone number will appear on your Caller ID.

I do not want to receive messages from my school. How can I have my number removed?

Contact the District's Communication Specialist, Allison Armstrong, at allison_armstrong@hflcsd.org and ask to be put on the Do Not Call List. Please indicate your name and primary phone number, as well as your child's name and school building.

How can I be sure that our phone numbers and email addresses will not be shared with or sold to third parties?

PreK-12 Notification and its affiliates have a strict privacy policy. Your personal information is secure, and under no circumstances will your phone numbers or email addresses be shared with third parties. Please see the Privacy & Security Notice at www.prek12notification.com/pages/privacy for details.

GUIDE TO USING PREK-12 NOTIFICATION

1. Call the PreK-12 Notification System Family Hotline at 1-800-846-4976 from the phone number you designated as your primary phone number at your child's school (usually home phone number) to create your PIN code and ensure your contact information is correct and up to date. If you are unsure of which number is designated as your primary phone number, please call the Districtwide Data Manager, Nancy Powell, at 624-7057.
2. Once you create your PIN code, you'll be able to make future updates via either the PreK-12 Notification Family Hotline (1-800-846-4976) or website (www.prek12notification.com). Your login ID is your 10-digit phone number with no spaces or punctuation (ie. 5856247000). Your password is the PIN number you created.
3. If you make changes at any time to your contact information in the PreK-12 Notification system, please remember to also contact the Districtwide Data Manager with those changes at 624-7057 to ensure they are also made in the school district's files.

Help and support documents, as well as answers to additional frequently asked questions, are located on the PreK-12 Notification website at www.prek12notification.com and will be accessible to you when you login with your login ID and PIN code.

PREK-12 NOTIFICATION FAMILY HOTLINE (TOLL-FREE)
1-800-846-4976

PREK-12 NOTIFICATION WEBSITE
www.prek12notification.com

*Please use the table below to write down what information you currently have on file,
as well as your PIN code.*

My Login ID : _____

My PIN Code: _____

My Information on File

Primary Phone #	
Emergency Phone # 1	
Emergency Phone # 2	
Emergency Phone # 3	
Emergency Phone # 4	
Email Address #1	
Email Address #2	
Email Address #3	
Email Address #4	